

complaints

Based on Nursing Home Compare - Complaint Deficiency

Provider Number	Nursing Home Name	Street
15455	MOUNT ROYAL TOWERS	300 ROYAL TOWER DRIVE
15455	MOUNT ROYAL TOWERS	300 ROYAL TOWER DRIVE
15455	MOUNT ROYAL TOWERS	300 ROYAL TOWER DRIVE
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15455	MOUNT ROYAL TOWERS	300 ROYAL TOWER DRIVE

complaints

Based on Nursing Home Compare - Complaint Deficiency

City	State	Zip Code	Phone
BIRMINGHAM	AL	35209	(205) 870-5666
BIRMINGHAM	AL	35209	(205) 870-5666
BIRMINGHAM	AL	35209	(205) 870-5666
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complaints

Based on Nursing Home Compare - Complaint Deficiency

Survey Date	Date of Correction
07/10/2008	08/13/2008
07/10/2008	08/13/2008
07/10/2008	08/13/2008
07/10/2008	08/13/2008
07/23/2008	08/13/2008
07/23/2008	08/13/2008
07/23/2008	08/13/2008
08/01/2008	08/22/2008

complaints

Based on Nursing Home Compare - Complaint Deficiency

Deficiency Type	Deficiency Category
Health	Environmental Deficiencies
Health	Resident Rights Deficiencies
Health	Resident Rights Deficiencies
Health	Environmental Deficiencies
Health	Quality Care Deficiencies
Health	Mistreatment Deficiencies
Health	Mistreatment Deficiencies
Health	Resident Assessment Deficiencies

complaints

Based on Nursing Home Compare - Complaint Deficiency

Deficiency	Scope	Level of Harm
Have a program to keep infection from spreading.	Pattern	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Isolated	Minimal harm or potential for actual harm
Let residents give themselves their drugs if they are able.	Isolated	Minimal harm or potential for actual harm
Provide clean bed and bath linens that are in good condition.	Widespread	Potential for minimal harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
Protect residents from mistreatment, neglect, and/or theft of personal property.	Isolated	Minimal harm or potential for actual harm
Write and use policies that forbid mistreatment, neglect and abuse of residents and theft of residents' property.	Isolated	Minimal harm or potential for actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or	Isolated	Minimal harm or potential for actual harm

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08/01/2008

08/22/2008

08/01/2008

08/22/2008

08/01/2008

08/22/2008

08/01/2008

08/22/2008

09/05/2009

09/11/2009

09/05/2009

09/06/2009

09/05/2009

11/02/2009

complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Quality Care Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

complaints

Based on Nursing Home Compare - Complaint Deficiency

representative; or 3) check and update the care plan.		
Keep accurate and appropriate medical records.	Pattern	Minimal harm or potential for actual harm
Make sure that each resident's nutritional needs were met.	Isolated	Actual harm
Give professional services that follow each resident's written care plan.	Isolated	Minimal harm or potential for actual harm
Immediately tell the resident, doctor, and a family member if: the resident is injured, there is a major change in resident's physical/mental health, there is a need to alter treatment significantly, or the resident must be transferred or discharged.	Isolated	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety
Provide social services for related medical problems to help each resident achieve the highest possible quality of life.	Isolated	Immediate jeopardy to resident health or safety
Be administered in a way that leads to the highest possible level	Isolated	Immediate jeopardy to resident health or safety

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35209	ARIZONA GRAND SENIOR LIVING COMMUNITY	4602 NORTH 24TH STREET
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09/19/2009

11/02/2009

09/19/2009

11/02/2009

09/19/2009

11/02/2009

04/15/2009

05/08/2009

06/29/2009

07/27/2009

03/11/2010

05/21/2010

03/11/2010

05/21/2010

03/11/2010

05/21/2010

03/11/2010

05/21/2010

complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Quality Care Deficiencies

Health

Pharmacy Service Deficiencies

Health

Pharmacy Service Deficiencies

Health

Environmental Deficiencies

complaints

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of well being for each resident.

Give professional services that meet a professional standard of quality.

Widespread

Minimal harm or potential for actual harm

Keep accurate and appropriate medical records.

Widespread

Minimal harm or potential for actual harm

Be administered in a way that leads to the highest possible level of well being for each resident.

Widespread

Minimal harm or potential for actual harm

Give each resident care and services to get or keep the highest quality of life possible.

Isolated

Minimal harm or potential for actual harm

Give lab tests only when the attending doctor ordered them.

Isolated

Minimal harm or potential for actual harm

Give or get special rehabilitation if in the patient's plan of care.

Isolated

Minimal harm or potential for actual harm

Have drugs and other similar products available, which are needed every day and in emergencies, and give them out properly.

Isolated

Minimal harm or potential for actual harm

Properly mark drugs and other similar products.

Isolated

Minimal harm or potential for actual harm

Have a program to keep infection from spreading.

Isolated

Minimal harm or potential for actual harm

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35209	ARIZONA GRAND SENIOR LIVING COMMUNITY	4602 NORTH 24TH STREET
235209	TENDER CARE HEALTH CENTER OF LEELANAU	124 W 4TH STREET
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PHOENIX	AZ	85016	(602) 954-9178
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SUTTONS BAY	MI	49682	(231) 271-1200
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03/11/2010

05/21/2010

03/11/2010

05/21/2010

03/11/2010

05/21/2010

11/17/2010

12/06/2010

11/17/2010

12/06/2010

10/28/2008

11/21/2008

02/04/2010

01/29/2010

complaints

Based on Nursing Home Compare - Complaint Deficiency

Health

Quality Care Deficiencies

Health

Resident Assessment Deficiencies

Health

Quality Care Deficiencies

Health

Administration Deficiencies

Health

Resident Rights Deficiencies

Health

Resident Rights Deficiencies

Health

Environmental Deficiencies

complaints

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Give each resident care and services to get or keep the highest quality of life possible.	Isolated	Actual harm
1) Develop a complete care plan within 7 days of each resident's admission; 2) prepare a care plan with the care team, including the primary nurse, doctor, resident or resident's family or representative; or 3) check and update the care plan.	Isolated	Minimal harm or potential for actual harm
Give professional services that meet a professional standard of quality.	Isolated	Minimal harm or potential for actual harm
post nurse staffing information.	Pattern	Potential for minimal harm
Provide services to meet the needs and preferences of each resident.	Isolated	Minimal harm or potential for actual harm
Try to resolve each resident's complaints quickly.	Pattern	Minimal harm or potential for actual harm
Make sure that the nursing home area is free of dangers that cause accidents.	Isolated	Immediate jeopardy to resident health or safety